CallPilot Message Networking User Guide

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CallPilot

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NORTEL

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Chapter 1
CallPilot Message Networking User Guide

About this guide

The *CallPilot Message Networking User Guide* explains how to use Message Networking with your personal mailbox.

Audience

This guide is for CallPilot Message Networking users. If you require additional information on CallPilot features, refer to the *CallPilot Reference Guide* or ask your system administrator.

Acronyms

The following is a list of acronyms used in this guide.

Table 1

Acronym	Description
AMIS	Audio Messaging Interchange Specification
BCM	Business Communications Manager
CCR	Custom Call Routing
DNS	Domain Name System
FQDN	Fully Qualified Domain Name
SMTP	Simple Mail Transfer Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
VPIM	Voice Profile Internet Mail

Symbols and text conventions

These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	Pswd:	Command line prompts on display telephones.

Convention	Example	Used for
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	PLAY	Display button option. Available on two line display telephones. Press thebutton button directly below the option on the display to proceed.
Dialpad buttons	#	Buttons you press on the dialpad to select a particular option.

These text conventions are used in this guide to indicate the information described.

Convention	Description
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the **info** command. Example: Enter **show ip** {**alerts**|**routes**}.
italic text	Indicates book titles
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: Set Trap Monitor Filters
FEATURE HOLD RELEASE	Indicates that you press the button with the coordinating icon on whichever set you are using.

About Nortel Business Series Terminal telephone buttons

This table shows the Nortel Business Series Terminal buttons. Use the buttons that pertain to the type of telephone you use.

Button name	T7100, T7208, T7316	M7100, M7208, M7310, M7324	M7100N, M7208N, M7310N, M7324N
Feature	[ ]	Feature	Fx
Handsfree	Bottom right-hand button	Handsfree Mute	Handsfree Mute
Hold	[ ]	Hold	[ ]
Volume Control	[ ]	[ ]	− ⋘ ⋙ +
Release	[ ]	Rls	[ ]

You can enter [ ], Feature or Fx and the code to use a feature. For example, press [ ] 9 8 1 to access your mailbox.

The T7100 works differently from other telephones on your system because it does not have line buttons. Where other telephones require that you select a line button to answer a call, on the T7100 terminal you pick up the handset. Where other telephones require you to select a line button to take a call off hold, you press [ ] on the T7100 terminal.

On T7100 terminals, you can answer a second call by pressing [ ]. Your active call is put on hold and you connect to the waiting call. You can have no more than two active calls at one time.

Using the dialpad

The buttons on your telephone dialpad act as both numbers and letters. Each button represents a number and letters of the alphabet. If you are a new CallPilot user, make sure you are familiar with how to operate your telephone. Refer to the User Card for your telephone.

Numbers and letters on the dialpad

1 1 ’ -	2 A B C 2 a b c	3 D E F 3 d e f
4 G H I 4 g h i	5 J K L 5 j k l	6 M N O 6 m n o
7 P Q R S 7 p q r s	8 T U V 8 t u v	9 W X Y Z 9 w x y z
* Quit	0 Q Z Zero q z	# Accepts displayed letter and, (comma)

Messaging Networking

Message Networking links CallPilot or other voice mail systems at different locations. Digital networking and AMIS Message Networking uses digital networking and Audio Message Interchange Specification (AMIS) to exchange messages.

Digital networking

Digital networking uses Transmission Control Protocol/Internet Protocol (TCP/IP) to enable the exchange of voice and Fax messages between users at different sites on a network.

Note: Any voice message that you use send over the Internet using digital networking can be subject to interception by unauthorized parties.

AMIS

AMIS provides voice messaging to mailboxes at different sites on a communication network. A network is a collection of offices, locations or sites connected by telecommunication links. Each site on the network must have AMIS to send, receive and reply to network messages.

How Message Networking works

Sending a message across a network is as easy as sending a message down the hall. There are three ways to send a network message.

You can use:

- a Network Delivery Mailbox
- Site-Based Addressing
- Direct Addressing (available for AMIS only)

Note: Network messages can be composed and sent only from your mailbox.

You cannot send a network message by using the Leave Message feature (9 8 0).

Figure 1 Sending a network message

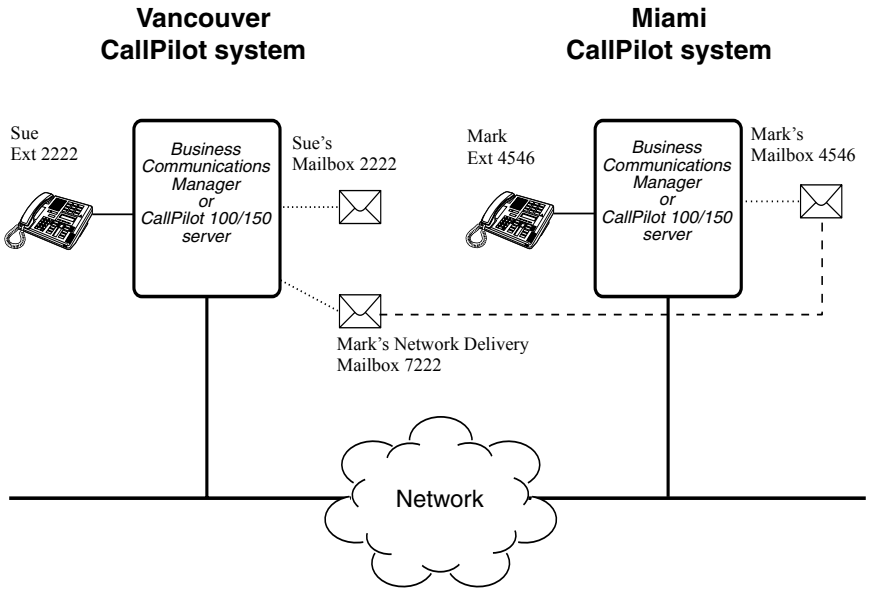


Figure 1 shows how messages are sent between different company sites on the same network. In the example, Sue works in the Vancouver office and Mark works in the Miami office.

If Sue wants to send Mark a message, she can send the message using Site-Based Addressing, Direct Addressing, or to Mark's Network Delivery Mailbox. Since Mark has a Network Delivery Mailbox on the local Vancouver system, it is convenient for Sue to send the message to Mark's Network Delivery Mailbox.

Although Mark's Network Delivery Mailbox appears on the Vancouver system the message is automatically delivered to his mailbox in Miami. The network delivery information, such as the site prefix for the Miami site and Mark's mailbox number (4546) in Miami, is added to the Network Delivery Mailbox when you create it.

Sending a message to a Network Delivery Mailbox is as easy as sending a message to anyone at your site.

If Mark wants to send Sue a message, he must use Site-Based Addressing. Sue does not have a Network Delivery Mailbox on the Miami system.

Before Mark can send the message he needs to know the site prefix of the Vancouver site and Sue's mailbox number in Vancouver. The System Administrator can give Mark the Vancouver site prefix. After Mark records the message and enters the network delivery information, the network message is automatically delivered to Sue's mailbox.

Note: There is a time limit for the length of AMIS messages. Do not send AMIS messages that are longer than 8 minutes.

What you need to know to use Message Networking

You must know how to use CallPilot to send messages to mailboxes at other sites. This includes knowing how to open your mailbox, record messages, send messages and retrieve messages. For information about using CallPilot features, refer to the *CallPilot Reference Guide*.

To use this guide, you must determine which phone interface you use, and follow the procedures for that interface. For information about determining which interface you use, refer to "Checking which mailbox interface you use" on page 12.

Checking which mailbox interface you use

CallPilot supports the Norstar Voice Mail and CallPilot interfaces.

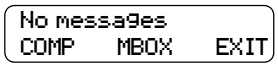
Use this procedure to check which mailbox interface you use, then follow the procedures that apply to your interface.

To check which mailbox interface you use

1 Press [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Check the display to see which interface you use:

This is the Norstar Voice Mail interface.



This is the CallPilot interface.

3 Press [ ] to end the session.

Sending a message using a Network Delivery Mailbox

Network Delivery Mailboxes make it easy to send messages to a mailbox at a remote location. The Network Delivery Mailbox makes sending a message across the country as easy as sending it down the hall. A Network Delivery Mailbox is a pre-programmed direct address to a mailbox at a different site on the network. Each Network Delivery Mailbox has a local mailbox number. The destination site user's name appears in the company directory.

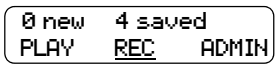
To send a message using a Network Delivery Mailbox, you need the Network Delivery Mailbox number. Ask your System Administrator to give you a list of Network Delivery Mailboxes or create a Network Delivery Mailbox for you.

The messages you record must be longer than three seconds. The system times out after five seconds of silence.

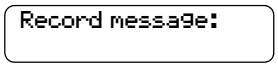
To send a message using a Network Delivery Mailbox — Norstar Voice Mail

1 Open your mailbox using [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Enter your mailbox password and press OK or #.

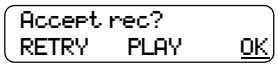


3 Press REC or 3.

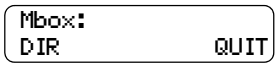


4 At the tone record your message.

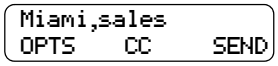
5 Press OK or # to end the recording.

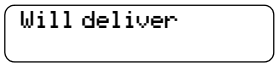


6 Press OK or # to accept the recording.



7 Enter the Network Delivery Mailbox number.





8 Press SEND to send the message
or
press OPTS to assign message delivery options:

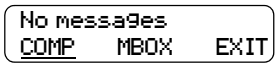
- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

or press CC to send the message to another recipient.

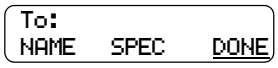
9 Press [ ] to end the session.

To send a message using a Network Delivery Mailbox — CallPilot

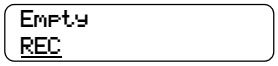
1 Open your mailbox using [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.



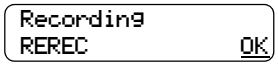
2 Press COMP or 7 5 to open the Compose Message menu.



3 Enter the Network Delivery Mailbox number and press DONE or # . You can enter more than one mailbox number if you want to send the message to several recipients.



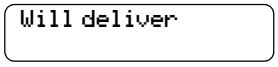
4 Press REC or 5 to begin recording.



5 Press OK or # when you are done.
You can press 7 0 to add message options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private.

6 Press SEND or 7 9 to send the message.



7 Press [ ] to end the session.

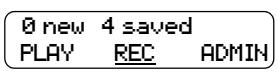
Sending a message using Site-Based Addressing

Site-Based Addressing lets you send a message to a mailbox at another location on the network. To use Site-Based Addressing to send a message, you must know the network address of the destination site and the mailbox number of the person you want to send the message to.

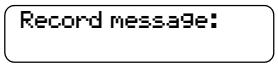
Ask your System Administrator for a list of destination sites on your network.

To send a message using Site-Based Addressing — Norstar Voice Mail

1 Open your mailbox using [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.



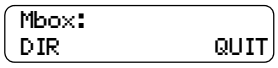
2 Press REC or 3 .



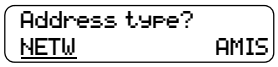
3 At the tone, record your message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

4 Press OK or # to end the recording.

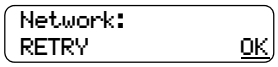
5 Press OK or # to accept the recording.



6 Press # #.



7 Press NETW.



8 Enter the destination site prefix and mailbox number and press OK or #.

9 Press SEND to send the message as it is
or
press OPTS to assign message delivery options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

or press CC to send the message to another recipient.

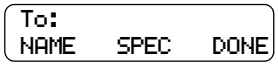
10 Press SEND to transmit the message.

11 Press ☎ to end the session.

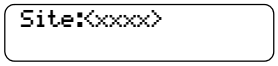
To send a message using Site-Based Addressing — CallPilot

1 Press [ ] [9] [8] [1].
Follow the voice prompts or display options to open your mailbox.

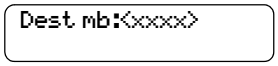
2 Press COMP or [7] [5] to open the Compose Message option.



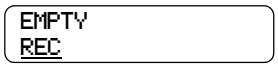
3 Enter the site prefix and the mailbox number and press OK or [#]. You can enter more than one mailbox number if you want to send the message to several recipients.



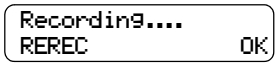
4 The display shows the destination mailbox name and mailbox number.



5 You can enter another address
or
press DONE or [#] if you are finished entering addresses.



6 Press REC or [5] and record your message at the tone.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



7 Press OK or [#] to end your recording
or
press REREC to erase and re-record your message.
You can press [7] [0] to add message options of Urgent, Private, Acknowledged or Timed delivery. Private is not available if you use AMIS.

8 Press SEND or [7] [9] to send the message.

Sending a message using Direct Addressing

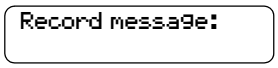
Direct Addressing lets you send a voice message to a mailbox at a different location on a network. To use Direct Addressing you must know the destination site phone number and the mailbox number of the person you want to send a message to. Direct Addressing is available for AMIS only. Ask your System Administrator for the destination site's phone number and mailbox numbers.

To send a message using Direct Addressing — Norstar Voice Mail

1 Press [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Enter your mailbox password and press OK or #.

3 Press REC or 3.

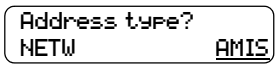


4 At the tone, record your message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

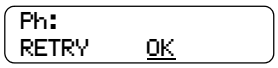
5 Press OK or # to end the recording.

6 Press OK or # to accept the recording.

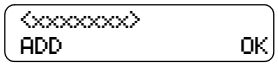
7 Press # #.



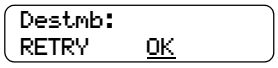
8 Press AMIS.



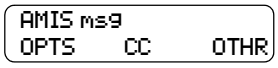
9 Enter the destination site phone number and press OK.



10 Press OK or # to continue or press ADD or 2 to add special characters. See "Adding special characters" on page 28. Press OK or # when you are done adding special characters.



11 Enter the destination mailbox number and press OK.



12 Press OTHR to review or send the message
or
press OPTS to assign message delivery options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

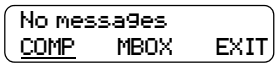
or press CC to send the message to another recipient.

13 Press SEND to transmit the message.

14 Press [ ] to end the session.

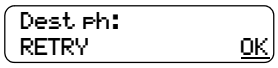
To send a message using Direct Addressing — CallPilot

1 Open your mailbox using [ ] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

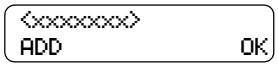


2 Press COMP or [7] [5] to open the Compose Message menu.

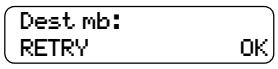
3 Press SPEC or [1] [9]. This is the default number for special addressing and can be changed by the System Administrator.



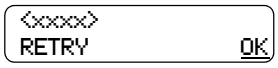
4 Enter the phone number of the remote site and press OK or [#].



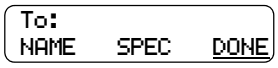
5 Press OK or [#] to continue
or
press ADD or [2] to add special characters. See "Adding special characters" on page 28.
Press OK or [#] when you are done adding special characters.



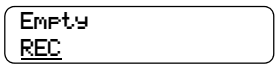
6 Enter the mailbox number at the remote site.



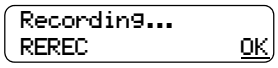
7 Press OK or [#] to accept the mailbox number.



8 Press DONE or [#]
or
enter another address to send the message to.

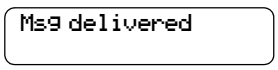


9 Press REC or [5] to record your message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



10 Press OK or [#] when you are done recording
or
press REREC or [5] to rerecord your message.
You can press [7] [0] to add message options of Urgent, Acknowledged or Timed delivery.

11 Press SEND or [7] [9] to send the message.



12 Press [ ] to end the session.

Replying to network messages

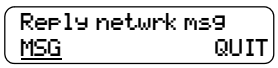
You can reply to a network message using the Reply Feature. You must have the network Reply Feature enabled in order to reply to a message. For more information, ask your System Administrator.

To reply to a network message — Norstar Voice Mail

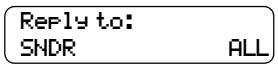
1 Open your mailbox using [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 Press PLAY or [2] to play your new messages
or
press [6] to listen to your saved messages.

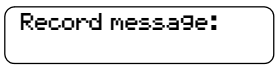
3 After you listen to the message, press REPLY.



4 Press MSG.
If you are replying to a message with more than one recipient, go to step 5.
If you are replying to a message with one recipient, go to step 6.



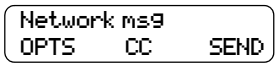
5 If you are replying to a message that has more than one recipient: press SNDR to send your reply only to the sender
or
press ALL to send your reply to all the people that received the message.

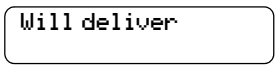


6 Record your reply message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

7 Press OK to end your recording.

8 Press OK to accept your recording.
If you are replying to a digital message, go to step 9.
If you are replying to an AMIS message, go to step 10.

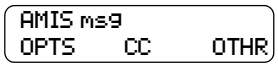




9 Press SEND to send the message
or
press OPTS to assign message delivery options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

or press CC to send the message to another recipient.



10 Press OTHR to go to the next display and review or send the message as it is
or
press OPTS to assign message delivery options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

or press CC to send the message to another recipient.

11 Press SEND to transmit the message.

12 Press [↶] to end the session.

To reply to a network message — CallPilot

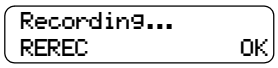
1 Open your mailbox using [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 Press PLAY or [2] to play your new messages
or
press [6] to listen to your saved messages.

3 After you listen to your messages, press RESP or [7] [1].
If you press [7] [1], go to step 5.

4 Press REPLY or [7] [1] to reply to the message
or
press FORW or [7] [3] to forward the message
or
press [7] [4] to reply to all the recipients of the message.

5 Press REC or 5 to record a message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



6 Press OK or # when you are done recording.
You can press 7 0 to add message options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private.

7 Press 7 9 to send the message.

8 Press ☎ to end the session.

Forwarding a Fax Message using Site-Based Addressing

Note: You can send and receive Fax messages only if the Fax option is available for your system. Ask your System Administrator if you can use Fax on your system. If Fax is available, ask your System Administrator for a list of Fax sites on your network.

If the receiving site cannot receive a Fax message, you receive Non Delivery Notification.

You can forward a Fax message that you received to a Site-Based Address and add an introductory voice message. The combined voice and Fax message appears as a Fax message in the destination mailbox.

You can also forward a received Fax message to a Network Delivery Mailbox. Refer to "Forwarding a Fax Message to a Network Delivery Mailbox" on page 25.

When you forward a Fax message, a new cover sheet is added to the original Fax message as part of the new message. However, if the Fax message already has a CallPilot generated Fax cover sheet, it is replaced by a new Fax forward cover sheet.

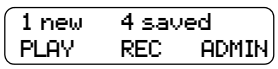
The cover sheet contains:

- the date and time the Fax is created
- the directory name and telephone number of the sender
- the telephone number of the recipient
- the Fax identification (ID) number
- the number of pages to follow

To forward a Fax message using Site-Based Addressing — Norstar Voice Mail

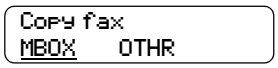
1 Open your mailbox using [ ] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 Enter your mailbox password and press OK or [*].

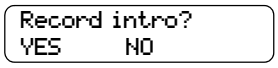


3 Press PLAY or [2] to play your new messages
or
press [6] to play to your saved messages
until you find the Fax message that you want to forward.

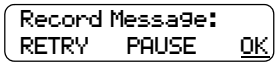
4 Press COPY or [5].



5 Press MBOX or [1] to forward the Fax message.



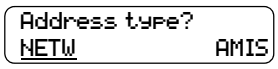
6 Press YES or 1 to record an introduction to the Fax message
or
press NO or 2 if you do not want to record an introduction to the forwarded Fax message. and go to step 9.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



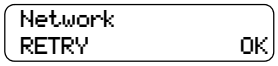
7 Press OK to end the recording.

8 Press OK to accept the recording.

9 Press # #.

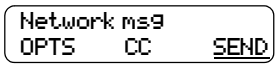


10 Press NETW.
This display appears only if AMIS is enabled. If AMIS is not enabled, the display in step 12 appears.



11 Enter the destination site prefix and the destination mailbox number and press OK.

12 Press SEND to send the message as it is. Press OPTS to assign message delivery options of Certified, Urgent or Timed Delivery. Press CC to send the message to another recipient.



13 Press SEND to send the message now.

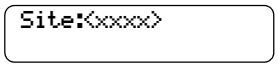
To forward a Fax message using Site-Based Addressing — CallPilot

1 Open your mailbox using [ ] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

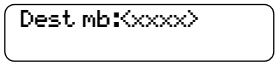
2 Press [2] to play the current message
or
press [6] to play the next message, until you locate the Fax message you want to forward.

3 Press [7] [3] to forward the message.

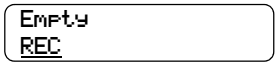
4 Enter the destination site prefix and mailbox number and press OK or [#].



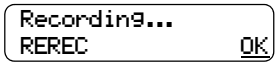
5 The display shows the destination site name and mailbox number.



6 Press DONE or [#].



7 Press REC or [5].



8 Press OK or [#].

9 Press SEND or [7] [9].

Forwarding a Fax Message to a Network Delivery Mailbox

Note: You can send and receive Fax messages only on CallPilot or Business Communications Manager (BCM) systems that have the Fax option installed. Ask your System Administrator for a list of Fax sites on your network.

If the receiving site cannot receive a Fax message, you receive Non Delivery Notification.

You can forward a Fax message that you received to a digital networking Network Delivery Mailbox and add an introductory voice message that becomes part of the new message. The message appears as a Fax message in the destination mailbox.

You can also forward a received Fax message using Site-Based Addressing. For more information, refer to "Forwarding a Fax Message using Site-Based Addressing" on page 22.

A forwarded Fax message has a new cover sheet added to the original Fax message. However, if the Fax message already has a CallPilot-generated Fax cover sheet, it is replaced by the new Fax forward cover sheet.

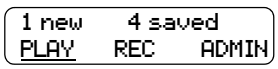
The new cover sheet shows:

- the date and time the Fax was created
- the directory name and telephone number of the sender
- the telephone number of the recipient
- the Fax identification (ID) number
- the number of pages to follow

To forward a Fax message to a Network Delivery Mailbox — Norstar Voice Mail

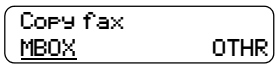
1 Open your mailbox using [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 Enter your mailbox password and press OK or [*].

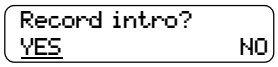


3 Press PLAY or [2] to play your new messages
or
press NEXT or [6] until you find the Fax message you want to forward.

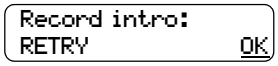
4 Press COPY or [5].



5 Press MBOX or [1] to forward the Fax message.



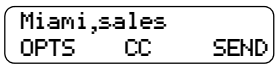
6 Press YES or 1 to record an introduction to the Fax message
or
press NO or 2 if you do not wish to record an introduction to the forwarded Fax message and go to step 9.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

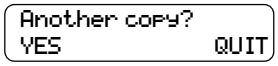


7 Press OK to end the recording.

8 Press OK to accept the recording.

9 Enter the Network Delivery Mailbox number.





10 Press SEND to send the message
or
press OPTS to assign message delivery options of Certified, Urgent or Timed Delivery
or
press CC to send the message to another recipient.

Miami,sales is an example. The Network Delivery Mailbox name appears in the display.

To forward a Fax message to a Network Delivery Mailbox — CallPilot

1 Open your mailbox using [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Press 2 to play the current message
or
press 6 to play the next message, until you locate the Fax message you want to forward.

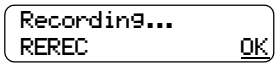
3 Press 7 3 to forward the message.

4 Enter the Network Delivery Mailbox number.

5 The display shows the mailbox name.

6 Press DONE or #.

7 Press REC or 5 to record an introductory voice message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



8 Press OK or #.

9 Press SEND or 7 9.

Adding special characters

Special characters are pauses or other dialing instructions that you can add if they are required to access the network or a telephone number.

Follow the voice prompts or press ADD to add special characters to a telephone number. A telephone number cannot be longer than 30 characters.

Note: If you are adding special characters, do not press the dialpad buttons # to enter a #, or * to enter a *. Press the button directly below the option on a two line display telephone, or listen to the voice prompts for how to enter these characters.

Adding special characters to a telephone number	
Press	**Description**
2 or DIGS*	to resume adding digits to the destination phone number
3 or PAUS*	to enter a timed pause that appears as P on the display. Pauses are four seconds long.
4	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display.
5 (or OTHR #)*	to enter a #
6 (or OTHR *)*	to enter a *
TONE*	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display.
*	to cancel and retry

*These options are for two line display telephones only. If you use a one line display telephone, use the keypad button shown.